

JOSE ERICK MEDRANO CARRIÓN

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Summary

Experienced customer service professional with a proven track record of delivering exceptional service across diverse industries. Known for cultivating positive customer relationships, resolving issues with efficiency and empathy, and adeptly managing high call volumes. Proficient in utilizing CRM systems to streamline processes and enhance communication.

Skills

- Communication Skills
- Active Listening
- Empathy
- Problem-Solving
- Patience
- Time Management
- Adaptability
- Conflict Resolution
- Product Knowledge
- Positive Attitude
- Teamwork
- Multitasking
- Attention to Detail
- Technical Proficiency
- Cultural Sensitivity
- Sales Support
- Follow-Up
- Resilience
- Customer Retention
- Adherence to Policies

Experience

Hirey

8/2023 to 11/2023

Account Executive A2

- Maintained accurate and up-to-date records of sales activities and client interactions.
- Drove revenue growth by identifying up selling and cross-selling opportunities within the existing client base.
- Conducted thorough market research to identify potential clients and industries for business development.
- Developed and implemented effective sales strategies to achieve and exceed sales targets.

Media Direct

03/2019 to 10/2022

Client Service Representative

Phoenix, AZ

- Engaged with clients through various channels, including phone, email, and in-person interactions. Cultivated a client-centric approach to address inquiries, provide information, and offer solutions.
- Demonstrated expertise in resolving client issues promptly and effectively. Utilized problem-solving skills to identify root causes and implement solutions, resulting in improved client satisfaction.
- Maintained clear and effective communication with clients to ensure a thorough understanding of their needs. Provided timely updates on account information, services, and relevant promotions.
- Collaborated with internal teams to streamline processes and enhance overall service delivery. Acted as a liaison between clients and various departments to facilitate seamless communication.

Cox Communications Inc

01/2015 to 05/2016

Retention Specialist

Deer Valley, AZ

- Engaged with clients through personalized communication channels, addressing concerns, and ensuring a positive customer experience throughout the client lifecycle.
- Utilized data analytics tools to analyze customer behavior, identify patterns, and proactively address potential churn risks.
- Collaborated with marketing, sales, and product teams to align retention strategies with broader business objectives.
- Evaluated existing retention processes, identifying areas for improvement, and implementing streamlined processes to enhance efficiency.

Tommy Hilfiger

03/2013 to 11/2014

Sales Associate

Phoenix, AZ

- Maintained comprehensive knowledge of products and services, effectively communicating value propositions to potential clients.
- Collaborated with cross-functional teams, including marketing and customer service, to align sales strategies with broader business objectives.
- Built and nurtured strong client relationships through regular communication, needs assessment, and personalized service.
- Proactively identified and pursued new business opportunities through effective prospecting and outreach efforts.

Education and Training

Associate in Arts: General Studies	05/2014
South Mountain Community College	
• Graduated college in 1 year through proactive enrollment in college courses during high school	Phoenix,AZ
General Studies: High School Education	05/2013
Bourgade Catholic High School&Fairfax High School	Phoenix, AZ

Certification

Broadband telecommunications:Account Services	10/2014
Associate in Arts degree	5/2014
Associate in General Studies degree	5/2014
Arizona General Education Curriculum (AGEC)	8/2014

Languages

- Fluent in Spanish (Native Language), Fluent in English (Native Language)